



PUBLIC WORKS BUSINESS SYSTEMS SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To supervise and coordinate the optimization of the operation and maintenance of public works infrastructure assets through the use of technology and software including a computerized maintenance management system (CMMS), Geographic Information System (GIS), and other enterprise computer solutions.

Supervision Received and Exercised:

Receives general supervision from manager level staff.

Exercises direct supervision over assigned technical and or paraprofessional staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Plan, organize, and supervise staff in the maintenance and update of infrastructure asset digital records, work order systems, mobile workforce solutions, and other enterprise software solutions;
- Evaluate and identify ways to integrate, update, customize, and configure various software solutions for efficient and effective workforce deployment within the division and department;
- Coordinate activities with management and line staff in the development and update, including training and use, of infrastructure asset records, work order systems, inventory systems, mobile workforce solutions, the Geographic Information (GIS) and Automated Vehicle Systems (AVL), billing systems, etc;
- Assist in the development of short- and long-term asset management and capital improvement programs;
- Manage database of all infrastructure assets and assist in data collecting, gathering, and compiling of asset data to provide reports and to make recommendations for operational and procedural changes;

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- Coordinate with Information Technology and Department Administration on technology solutions on a broad basis;
- Provide assistance and training on software solutions within the area of assignment, division, and department;
- Assist in the resolution of long-term or repetitive technical issues affecting infrastructure availability and reliability based on area of assignment;
- Provide pro-active performance planning through e-Performance; utilize ePlan to formalize performance goals, outline professional development plans, and discuss job competencies; utilize the eLog as an electronic dialogue tool, and communication resource for transparent documentation;
- Maintain effective and consistent one-on-one dialogue with all employees on a regular basis;
- Select, train, motivate, track, assign, and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies;
- Assist with the preparation of work section budget; monitor, review, and control expenditures;
- Implement organizational goals and objectives; establish and discuss job duties and performance expectations; set performance goals;
- Respond to requests and inquiries from the general public and other city departments; investigate complaints and recommend corrective action as necessary for resolution;
- Evaluate operations and activities in assigned areas of responsibility; perform analysis of methods and procedures and recommend improvements and modifications;
- Interpret, explain, and enforce federal, state, county, and city laws, rules and regulations on issues concerning federal, state, and local agencies to maintain compliance;
- Provide superior seamless customer service by coordinating workgroup activities with other divisions, city departments, and outside agencies with the commitment to innovation and integrity;
- Produce written documents that meet management expectations regarding content and formatting;

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- Communicate and act as a liaison with other local and national municipalities and service providers; develop relationships to obtain statistical data; and benchmark core industry functions against other local and national industry functions;
- Represent Public Works to outside groups, other city divisions, customers and business partners;
- Perform related duties as assigned.

When Assigned to the Water Utilities Division:

- Oversee computerized maintenance management system (CMMS) and Geographic Information System (GIS) staff;
- Evaluate, integrate, and update CMMS, GIS mapping, infrastructure inventory, and work order management;
- Conduct field inspections and performs condition assessment activities associated with equipment, structures and systems.

When Assigned to Field Operations/Solid Waste Division:

- Oversee all billing and financial ERP systems (Oracle CCB);
- Manage all Solid Waste GIS layers and mapping library;
- Facilitate communication with section technology partners/vendors;
- Maintain all hardware, software, and web portals for the section's Solid Waste integrated information system;
- Act as main supervisory point of contact for City's 311 operation;
- Provide performance reports from operational data.

Minimum Qualifications:

Experience:

Three years experience working with software solutions in the areas of maintenance management functions and asset data collection and recording. Direct experience utilizing an operational Computerized Maintenance Management System, Geographic Information System mapping software, and other Enterprise software systems based on the assignment. One year of lead or supervisory experience preferred.

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Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, public administration, business administration, information technology, engineering, or degree related to the core functions of this position.

Licenses/Certifications:

Possession of a valid Arizona Class D Driver's License.

Examples of Physical and/or Mental Activities:

- Operates city vehicles (car or standard pickup truck);
- Traverse uneven surfaces (to conduct field and condition assessments);
- Work in stationary position for long periods of time;
- Operates computers, calculators, and other office machines (research, reading, analyzing data, running and writing reports, or talking on the phone);
- Extensive reading and close vision work;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.
- May require working extended hours;
- May work alone for extended periods of time;
- Resolve work related problems involving time constraints;
- Develops short and long term program objectives;
- Conducts research and analyzes data on infrastructure assets

Competencies:

<http://www.tempe.gov/home/showdocument?id=26274>

Job Code: 277

Status: Exempt / Classified

Effective 5/23/2017 (reclassified from WUD Security Supervisor)